



# **EXL**

## **Auto Insurance BPO**

**Vendor Assessment  
Report Abstract**

**June 2014**

by **Fiona Cox**  
**Auto Insurance BPO**  
**Industry Sector Analyst**  
**NelsonHall**

**10 pages**

**[research.nelson-hall.com](http://research.nelson-hall.com)**





## Who Is This Vendor Assessment For?

NelsonHall's Auto Insurance BPO profile on EXL is a comprehensive assessment of EXL's offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of auto insurance BPO services and identifying vendor suitability for P&C insurance BPO RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector.

## Key Findings & Highlights

This NelsonHall vendor assessment analyzes EXL's offerings and capabilities in the auto insurance sector.

EXL is one of a number of auto insurance companies analyzed in this comprehensive industry analysis.

Auto is a significant component of EXL's insurance business, where it is particularly looking to grow its presence in U.K./Europe.

While most (around 80%) of EXL's auto clients are based in the U.S., EXL's auto strategy is more U.K. and European focused and it has ambitious growth plans, including possible acquisitions in the next 3-5 years.

## Scope of the Report

The report provides a comprehensive and objective analysis of EXL's auto insurance BPO offerings and capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, weaknesses, and outlook
- Revenue estimates
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization including the location of delivery locations.



## Contents

1. Background

---

2. Revenue Summary

---

3. Key Offerings
  - 3.1 Auto Insurance BPO Offerings
  - 3.2 Analytics Offerings

---

4. Delivery Capability and Partnerships
  - 4.1 Geographic footprint
  - 4.2 Technology and Tools

---

5. Target Markets
  - 5.1 Product and geographic focus
  - 5.2 Client base

---

6. Strategy

---

7. Strengths & Challenges
  - 7.1 Strengths
  - 7.2 Challenges

---

8. Outlook

---

## Report Length

10 pages

## Auto Insurance BPO Vendor Assessments also available for:

Genpact, Infosys, Innovation Group, Mphasis, TCS, and WNS